

SENIOR SYSTEMS INTEGRATOR

DISTINGUISHING FEATURES

The fundamental reason the Sr. System Integrator position exists is to provide high-level technical hardware and software support to users to improve and enhance computer systems to meet specific departmental business needs. Work includes assisting users with the evaluation, selection, acquisition and installation of hardware, software, and communications packages. Assists users in problem analysis and provides advice leading to improved productivity and better integration of technology into their business operations. Maintains relationships and fosters communication with the IS Department. This classification exists in several departments citywide. Work is performed with independence and receives general direction from a Departmental Director. The Sr. Systems Integrator is distinguished from the Systems Integrator classification by operating and maintaining large complex and unique application systems as well as the department's servers outside the City network.

ESSENTIAL FUNCTIONS

Provides the "day-to-day" administration and maintenance of the department's one or more large complex and unique systems.

Evaluates and analyzes departmental processes, procedures, and workflow to determine the feasibility of different technology options and solutions to meet their requirements.

Assists in system analyses, computer configuration, planning and training of employees on the department's automated systems to ensure optimal performance of the systems.

Resolves operational problems for users in their department.

Researches, tests and evaluates new software applications and upgrades of existing applications. Implements the installation and upgrades to the systems.

Designs and develops the department's webpages.

Assists in providing technical direction and support, including budget projections, for the department in determining current and future software and hardware needs.

Develops procedures manual and related forms to ensure smooth operations of information systems.

Serves as a liaison to the Information Systems Department. Assists in prioritization, submission, and implementation of requests for service for the department.

Other duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge, Skills and Abilities

Knowledge of:

The department's business to apply technical solutions

Microsoft NT and the related Office software programs

Open systems hardware and software and integration and commonly used hardware peripherals

Safeguards and security procedures

Ability to:

Listen and communicate effectively with a diverse group of people including users, managers, and vendors to address concerns and recommend alternatives.

Describe in detail each of the steps needed in the solution of a problems and arrange these steps in a logical sequence.

Make oral and written presentations of system analysis and design considerations in a clear, concise, and non-technical manner using proper sentence construction and grammar.

Understand Visual Basic and SQL Server to troubleshoot and correct problems. Extensively use Access in technical solutions.

Operate a variety of standard office equipment requiring continuous and repetitive arm, hand and eye movement.

Lift and move computer equipment weighing up to 20 pounds.

Make independent actions or decisions on technical issues with little to no Information Systems Department oversight.

Comprehend and make inferences from written material.

Education & Experience:

Any combination of education and experience equivalent to 4 years of experience in systems analysis or design, testing and implementation of computer-based information systems. Considerable experience in administering and maintaining infrastructure hardware, software, and network servers. Experience with one or more programming languages and one or more operating systems.

FLSA STATUS: Exempt

HR ORDINANCE STATUS: Unclassified